

DELAWARE DEPARTMENT OF JUSTICE
Job Opening

Opening Date: May 21, 2021

Closing Date: May 28, 2021

Investigator for Victim's Compensation Assistance Program, Pay Grade 11
Located in New Castle County at 900 King Street, Suite 4, Wilmington, DE

Job Responsibilities and Duties:

This non-merit position within the Department of Justice as an Investigator receives and processes claims filed with the Victim's Compensation Assistance Program ("VCAP"). This Investigator is a case manager for the VCAP application process and works directly with victims of crime and their families to pay for services which are needed. This Investigator conducts investigations to substantiate claims and calculates dollar entitlements. Investigations within this position are conducted in accordance with established guidelines of the Delaware Code. This Investigator ensures that available information meets the guidelines, compiles claim and payment information, prepares written reports, and assists victims of crime with the VCAP application process.

Minimum Qualifications:

- Must have the ability to work independently while managing a heavy workload in a stressful and fast-paced work environment.
- Must be detail-oriented, well organized, and have the ability to multitask.
- Work experience in criminal justice, social service or law enforcement which includes direct contact with victims, case management, interviewing, outreach, Family Court knowledge and/or experience with the VCAP application process.
- Customer service experience with the public, preferably in a government program
- Must possess excellent ability to communicate both orally and in writing.
- Ability to examine various records and documents in order to ascertain relevant information
- Ability to make judgments after evaluating all available facts and making the recommendation of appropriate action
- Ability to determine compliance and the interpretation of applicable laws, rules, regulations, standards, policies and procedures
- Ability to collaborate with police-based advocates, other providers and social services agencies to assist the crime victims and their families with VCAP services in compliance with legal requirements

Desired, Not Mandatory, Qualification:

- Bi-lingual in Spanish and English
- Work experience with DELJIS and LEISS
- **Internal Delaware Department of Justice Applicants:** Please submit an updated Resume or summary of work experience to the Director of Human Resources.
- **External Applicants:** In order to be considered for this position, External applicants must submit Resume and the Delaware Department of Justice Application (please see link): <http://attorneygeneral.delaware.gov/executive/hr/job-application/>
- **OR** External applicants can mail Resume and the Delaware Department of Justice Application to: Delaware Department of Justice, Human Resources, 820 N. French Street, 6th Floor, Wilmington, DE 19801, OR E-mail to: DOJHR@state.de.us OR Fax to: 302-577-5866. EOE.